

Exclusive “Crash & Smash” Feature



I. Introduction

By being an authorized Alarm.com Dealer Partner, you can offer exclusive protection, that’s more complete than any other solution on the market today. Utilize Alarm.com’s “Crash and Smash” detection technology, **included with each Alarm.com module manufactured.**

A traditional security system gives the intruder enough time to find and destroy the security control panel before it can report the intrusion to the central station. While longer entry-delay and dialer-delay settings are important for reducing false alarms, these increased timer settings unfortunately make a traditional, non-Alarm.com enabled, panel more vulnerable to “Crash & Smash” attacks since the intruder has more time to find and destroy the control panel before it sends the alarm message to the central station. With Crash & Smash Protection by Alarm.com, your customers can rest assured that even if an intruder is able to locate and destroy a control panel in a “crash and smash” attack, a signal will still be sent to the central monitoring station for help.

Alarm.com’s patented Crash & Smash Protection, built into every Alarm.com GSM module for GE Simon XT, GE Concord, GE NetworX, and the 2GIG Go!Control panel allows you to set longer entry and dialer delays in the alarm panel without increasing the panel’s vulnerability to physical attacks.

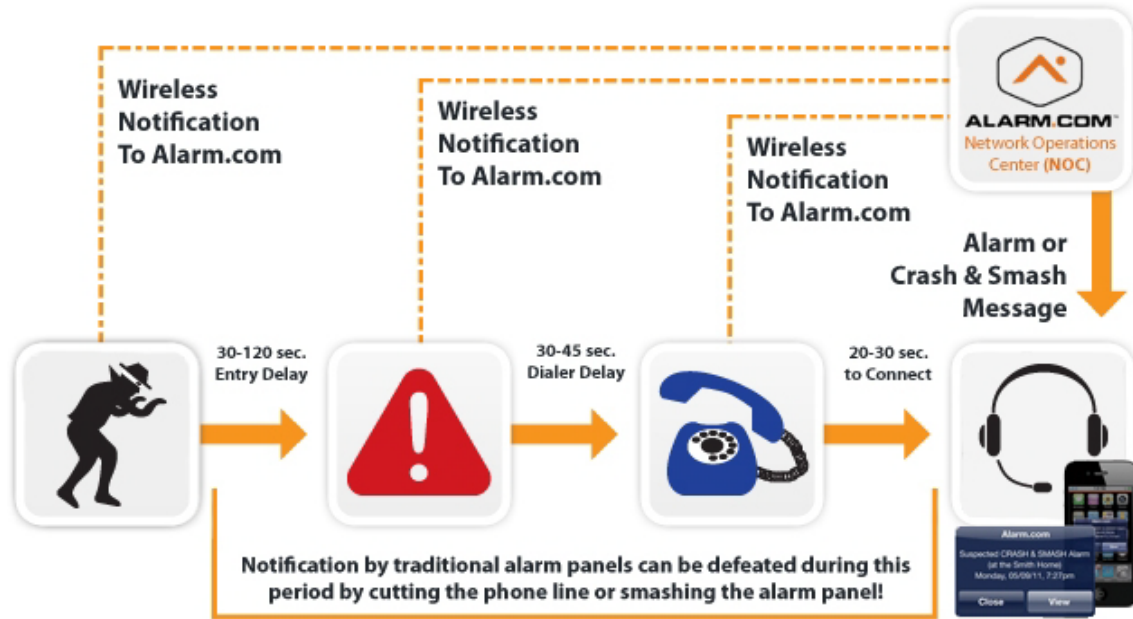
II. Feature Benefits

Legacy POTS alarm panels that do not have “Crash and Smash” detection give the intruder 30-120 seconds of entry-delay time, 30-45 seconds of dialer-delay time, and 20-30 seconds of actual dialing time to find and disable the panel before the alarm is received by the central station.

With Crash & Smash Protection, the Alarm.com Network Operations Center (NOC) is aware of an intrusion **within a few seconds**, so the NOC can still forward the alarm to the central station even if the panel is disabled during the entry-delay, dialer-delay or attempted call.

Residential and commercial clients can program generous entry-delays and dialer-delays into their alarm panels without worrying about increased risk of panel destruction by an intruder. “Crash & Smash” detection promotes false alarm reduction techniques without increasing the risk of system failure during a true intrusion.

III. How It Works



Due to the fact that the Alarm.com GSM modules send sensor and system event notifications in real-time to the Alarm.com NOC, **the NOC is aware of the status of all “alarms-in-progress” as they occur**—not just after the panel tries to report an alarm to the central station.

A traditional central station is aware of two alarm states: “In Alarm” and “Not in Alarm”. The Alarm.com NOC is aware of each step as an intrusion unfolds: “Armed”, “Entry-delay started”, “Dialer-delay started” (siren sounds) and “In Alarm”. The NOC also knows that once an intrusion sensor is tripped—when the system is armed—an alarm can only be avoided if the system is disarmed before the entry-delay expires, or cancelled before the dialer-delay expires. If the NOC does not receive an alarm or disarm from the panel, this may mean that the panel was disabled during the entry or dialer delay (before the panel could send a signal).

If the NOC detects a possible “Crash & Smash” condition *after* the entry delay has expired, it can send a “Suspected Alarm (Possible Crash & Smash)” email/text/phone alert to system users and it can forward the intrusion code and zone information as a normal *Alarm message* to the central station. If the NOC determines that the alarm panel was disabled *before* the entry-delay expired, it can send a “Suspected Entry Delay Alarm (Possible Crash & Smash)” email/text/phone alert to system users, and it will send a message to the central station using code 777 for Contact ID receivers or code UZ for SIA receivers.

IV. Availability of Crash & Smash Technology

Compatible Hardware

- *Alarm.com GSM Module for Simon 3 (firmware version 116 and later)
- Alarm.com GSM Module for Simon XT (all firmware versions)
- Alarm.com Concord GSM Modules (firmware version 115 and later)
- Alarm.com GSM Module for NetworX (all modules for dialer-delay Crash & Smash; firmware version 120 and later for entry-delay Crash & Smash)
- Alarm.com-enabled 2GIG Go!Control panel (version 1.3 or later)

**The Alarm.com module for Simon 3 is no longer in production, however remaining quantities are currently available through Alarm.com distributors while supplies last.*

Availability by Service Plan

Service Plan	Crash & Smash Protection During Entry-delay	Crash & Smash Protection During Dialer-delay
Advanced Interactive	Yes*	Yes
Basic Interactive	Yes*	Yes
Wireless Signal Forwarding	<i>Not Available</i>	Yes
Without Alarm.com Service	<i>Not Available</i>	<i>Not Available</i>

This table details how different scenarios are treated by the control panel and Alarm.com:

Event	Local Panel	Alarm.com Website/ Notifications	Central Station
System disarmed during entry delay	No Alarm	No Alarm	No Alarm
System disarmed w/in 30 seconds of panel alarm (i.e. disarmed during dialer delay)	Alarm	Pending Alarm	No Alarm
System disarmed after dialer delay	Alarm	Alarm	Alarm
System disabled (C&S) during entry delay	No Alarm	Suspected Entry Delay Alarm	Suspected Entry Delay Alarm (Contact ID: 777; SIA: UZ)
System disabled (C&S) during dialer delay	Alarm	Crash/Smash Alarm	Crash/Smash Alarm (Same code as regular alarm)
System disabled (C&S) after dialer delay	Alarm	Alarm	Alarm

***To enable central station forwarding of “Suspected Entry Delay” signals for ALL customers, on the [Alarm.com Dealer Website](#) go to *Dealer Settings > Central Stations > Default Forwarding Settings*, and check “Crash And Smash.”**

Default Forwarding Settings ?

Please select the global forwarding settings for your customers. These settings will be used by Alarm.com as the default settings for your customers.

Phone Line Failure Required

What events should be forwarded?

- Alarms
- Panics
- Cancels
- Troubles
- Arming
- Bypass
- Phone Communication Failures
- Crash And Smash**
- Sensor Tests
- Phone Tests
- Panel Not Responding

Wireless 2-way Voice

Initiate Alarm.com 2way Voice Call for Fire Alarms (Applies only for 2GIG systems, v1.8 and up)

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***To enable central station forwarding of “Suspected Entry Delay” signals for an individual customer, open the customer’s account and go to *Customer Support > CS Forwarding Settings*.**

Central Station Forwarding Settings ?

Forward signals to the Central Station:

Is Panel connected to a phone line to report alarms directly to a Central Station? Has Phone Line

CS Account Number:

Event Groups To Forward:

- Alarms
- Panics
- Cancels
- Troubles
- Arming
- Bypass
- Phone Communication Failures
- Crash And Smash**
- Sensor Tests
- Phone Tests
- Panel Not Responding

Filter phones:

Central Station Name: Criticom (CMS - Main)

Protocol: CID

Forwarding Method: OH 2000 Network Dialer

Location Phone: N/A



V. Notes

1. Fire alarms and fire panics do not have any entry-delay or dialer-delay, so Crash & Smash Protection does not apply to these events.
2. Police and medical (auxiliary) panics tripped from the keypad do have a dialer delay and benefit from Crash & Smash Protection on the Concord and Simon XT panels.
3. If using a Simon XT panel and “Quick Exit” has been enabled, then entry-delay Crash & Smash Protection will be disabled. To re-enable entry-delay Crash & Smash Protection you must disable the Simon XT’s “Quick Exit” functionality.

VI. Questions/Support

If you have any questions or concerns regarding this feature, please contact **Alarm.com Dealer Support Services** at **866-834-0470** Mon-Friday 9am-7pm EST/EDT or email support@alarm.com.

Thank you for using Alarm.com!